

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	: Kumar et al.	Art Unit	: 2178
Serial No.	: 10/723,742	Examiner	: Gregory J. Vaughn
Filed	: November 26, 2003	Conf. No.	: 9947
Title	: COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE		

**Mail Stop Amendment**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF MAY 16, 2007

Please amend the above-identified application as follows:

**CERTIFICATE OF MAILING BY EFS-WEB FILING**

I hereby certify that this paper was filed with the United States Patent and Trademark Office using the EFS -WEB system on this date: May 24, 2007